



# United States Department of the Interior

## BUREAU OF LAND MANAGEMENT

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June 7, 2004

In Reply Refer To:  
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EMS TRANSMISSION: 6/7/04  
Instruction Memorandum No. CA-2004-043, Change 1  
Expires: 09/30/2005

To: All Supervisor and Managers

From: Deputy State Director, Support Services

Subject: Change to Employee Performance Plan and Results Report (EPPRR) Standards **DD: 06/30/04**

**Program Area:** Human Resource Management

**Purpose:** This Instruction Memorandum implements the revised performance standards contained in the DI-2002 form dated June 2003.

**Authority:** DOI Personnel Bulletin, Dated December 22, 2003 (Attachment 1)

**Policy/Action:** The language in the performance standards contained in the EPPRR Form DI-2002 dated August 1998 has been revised. These changes are found on Page 2, under the Performance Indicators sections i.e. Quality, Teamwork and Customer Service. As a result, all employees are now required to be rated using the new form dated June 2003 (Attachment 1, pdf, or Attachment 2, (Word). Supervisors are required to notify all employees of this change and discuss with them the implications of the revised standards. In particular, Supervisors must inform the employee of their expectations under the revised Form and how well the employee is currently performing under these revised performance indicators. You may access both the DOI Bulletin PB 04.2 and the revised EPPRR Form DI-2002 (Attachment 1) via the following link: <http://www.doi.gov/hrm/guidance/pb04-2.pdf>. (It takes awhile to download.) Since the form is in pdf format, we are also attaching the revised DI-2002 in WORD format for your use, (Attachment 2). For efficiency, it is recommended that you just replace page two of the employee's current EPPRR with page two of the new form.

Please be aware that employees must have been performing their duties utilizing these new standards for a minimum of 90 days prior to the end of the rating period.

**Background:** Recent Merit Systems Protection Board decisions have reaffirmed the need for performance plans to be specific enough in nature to ensure employees understand what is expected of them and yet not be so stringent as to expect perfection at all times. It was determined that the Department's performance plans were too generic and appeared to require this level of performance of employees. Consequently, the performance plans were revised to allow for some errors.

**Timeframe:** In order to meet the 90 day requirement prior to the end of the rating cycle, this implementation must be completed NLT **June 30, 2004**.

**Coordination:** This has been coordinated with NFFE, Local 951 and Local 2152 with a Memorandum of Agreement (MOA) signed April 19, 2004 (attachment 3).

**Contact:** Questions concerning this policy should be addressed to Mike Rosnack, Supervisory, Human Resources Specialist, at (916) 978-4496 or by e-mail at [mrosnack@ca.blm.gov](mailto:mrosnack@ca.blm.gov).

Signed by:  
Annisteen Tate-Cammack  
Acting DSD, Support Services

Authenticated by:  
Richard A. Erickson  
Records Management

3 Attachments:

1. DOI Personnel Bulletin dtd. 12/22/03, includes DI-2002 Form dtd. June 2003 (pdf) (7 pp) *(See link)*
2. Revised DI-2002 Form dated June 2003 (3 pp) (WORD format)
3. MOA dated 4/19/2004 (1 pg)



Form DI-2002  
June 2003

**U.S. DEPARTMENT OF THE INTERIOR  
EMPLOYEE PERFORMANCE PLAN AND RESULTS REPORT**

Employee's Name:	Rating Period:
Title/Series/Grade:	Bureau/Office:
Duty Location:	Social Security No.:

<b>Part I. PERFORMANCE PLAN</b>	<b>RESULTS (Enter: <i>Achieved or Not Achieved</i>)</b>
<b>CRITICAL RESULTS</b> <i>(List no more than five)</i>	
A.	
B.	
C.	
D.	
E.	

**PERFORMANCE INDICATORS.** Appraisals should fairly reflect the overall performance of an employee. Performance indicators identify those characteristics (such as quality, teamwork, customer service) that are important to successful performance in each critical result. In appraising an employee's performance, the rating official will carefully review the performance indicators in assessing whether a particular critical result has been achieved by the employee.

Generally, an employee will not be rated as "Results Not Achieved" in the critical result to which a particular performance indicator applies where there is only one failure in that performance indicator. It follows, of course, that a repetition of failures in a single performance indicator can be the basis for a "Results Not Achieved" rating for the critical result if, in the rating official's judgment, the critical result was not met overall. There may be situations where a single, particularly significant failure to maintain the level of performance expected in a particular performance indicator could warrant a determination that the employee will receive a "Results Not Achieved" for the applicable critical result. A significant failure could include, for example, harm to persons or property, a loss of a great amount of money or resources, or a breach of security.

Circle or underline the applicable critical result letter(s).

### QUALITY

#### Apply to Critical Result(s)

<b>Knowledge of Field or Profession:</b> <i>Generally</i> maintains and demonstrates technical competence and/or expertise in areas of assigned responsibility.	All A B C D E
<b>Accuracy and Thoroughness of Work:</b> <i>Generally</i> plans, organizes, and executes work logically and anticipates and analyzes problems clearly and determines appropriate solutions. Work is <i>normally</i> correct and complete.	All A B C D E
<b>Soundness of Judgment and Decisions:</b> <i>Generally</i> assesses tasks objectively and researches and documents assignments carefully. Weighs alternative courses of action, considering long and short-term implications, and makes and executes timely decisions.	All A B C D E
<b>Effectiveness of Written Documents:</b> Written work is <i>routinely</i> clear, relevant, concise, well organized, grammatically correct, and appropriate to audience.	All A B C D E
<b>Effectiveness of Communications:</b> Presentation <i>routinely</i> meets objectives, is persuasive, tactful, and appropriate to audience. <i>Generally</i> demonstrates attention, courtesy, and respect for other points of views.	All A B C D E
<b>Timeliness of Meeting Deadlines:</b> <i>Generally</i> completes work in accordance with established deadlines.	All A B C D E
<b>Effectiveness of Supervision:</b> <i>Generally</i> directs and coordinates activities of unit, assuring deadlines are met. <i>Routinely</i> coaches, counsels, develops, and utilizes staff effectively, demonstrating a commitment to the work force.	All A B C D E
<b>Other (specify):</b>	

### TEAMWORK

#### Apply to Critical Result(s):

<b>Participation:</b> <i>Generally</i> participates willingly in group activities, performing in a thorough and complete fashion. <i>Normally</i> communicates regularly with team members and seeks team consensus.	All A B C D E
<b>Team Leadership:</b> <i>Generally</i> provides encouragement, guidance, and direction to team members as needed, and adjusts style to fit situation.	All A B C D E
<b>Cooperation:</b> <i>Generally</i> supports team initiatives, demonstrates respect for team members, accepts the views of others, and actively supports team decisions.	All A B C D E
<b>Other (specify):</b>	

### CUSTOMER SERVICE

#### Apply Critical Result(s):

<b>Quality of Service:</b> <i>Routinely</i> delivers high quality products and service to both external and internal customers and initiates and responds to suggestion for improving service.	All A B C D E
<b>Timeliness of Service:</b> <i>Routinely</i> delivers quality products and service, in accordance with time schedules agreed upon with customer.	All A B C D E
<b>Courtesy:</b> <i>Routinely</i> treats external and internal customers with courtesy and respect. <i>As a rule</i> , customer satisfaction is high priority.	All A B C D E
<b>Other (specify)</b>	

<b>PART II. PROGRESS REVIEWS:</b> <i>Date of review and initials of employee and Rating Official (R.O.) <u>must</u> also be provided for each review. A summary of comments is optional unless results are not being achieved.</i>	<b>Date:</b> <b>Emp. Initials:</b> <b>R.O. Initials:</b>
	<b>Date:</b> <b>Emp. Initials:</b> <b>R.O. Initials:</b>

<b>PART III. SUMMARY RATING:</b> (Enter: <i>Achieved or Not Achieved</i> on this line) <b>RESULTS</b> Space is provided to summarize the basis for rating given. A “Result Not Achieved” rating requires explanation; if more space is needed, provide additional comments as an attachment.
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<b>PART IV. CERIFICATION:</b> <i>(Employee’s signature certifies review and discussion with the Rating Official. It does not necessarily mean that the employee concurs with the information on this form.)</i>			
Performance Plan: <i>(Sign when plan is established)</i>		Summary Rating: <i>(Sign when report is completed)</i>	
Employee:	Date:	Rating Official:	Date:
Rating Official:	Date:	Reviewing Official (Required for summary of “Results Not Achieved”)	Date:
Rating Official: (When required by Bureau Office) Date:		Employee: Date:	

**Privacy Act Notice:** Chapter 43 of Title 5, U.S.C., authorizes collection of this information. The primary use of this information is by management and your servicing personnel office to issue and record your performance rating. Additional disclosures of this information may be: To MSPB, Office of Special Counsel, EEOC, the FLRA, or an arbitrator in connection with administrative proceedings; to the Department of Justice or other Federal agency, courts, or party to litigation when the Government is a party to or has an interest in the judicial or administrative proceedings; to a congressional office in response to an inquiry made on behalf of an individual; to the appropriate Federal, State, or local government agency investigating potential violations of civil or criminal law or regulation; and to Federal, State, local, and professional licensing boards in determining qualifications of individuals seeking to be licensed.

Collection of your Social Security Number is authorized by Executive Order 9397. Furnishing your Social Security Number is mandatory, failure to provide this information will prohibit data collection required by the Office of Personnel Management.

If your agency uses the information furnished on this form for purposes other than those indicated above, it may provide you with an additional statement reflecting those purposes.

## Memorandum of Agreement

In accordance with those procedures set forth in Article 43 of the Master Labor Agreement, this Memorandum Of Agreement (MOA) constitutes an agreement between the National Federation of Federal Employees (NFFE) Local 951 and NFFE Local 2152, hereinafter referred to as the Union, and the BLM-California State Office, and the BLM-California Desert District, hereinafter referred to as the Employer and collectively referred to as the Parties.

This agreement is for the Employer's implementation of those revisions to Form DI-2002, U.S. Department of the Interior (DOI), Employee Performance Plan and Results Report (EPPRR) identified in DOI Personnel Bulletin (BP) 04-02, Dated 22, 2003.

1. The Employer will notify all bargaining unit employees that the current EPPRR Form DI-2002 dated August 1998 has been revised and as a result the Performance Indicators - Quality, Teamwork and Customer Service have been changed. This notification may be accomplished by electronic format for those employees with government E-mail accounts and a URL for DOI, PB No. 04-02 explaining the revision and the need for this revision will be provided for employee review. For those employees without access to E-mail a hardcopy of this notification and Personnel Bulletin No. 04-02 will be provided.
2. This change to the employee's EPPRR will be in accordance with Article 9, Sections 9.6(a) & (I) (e.g. for an employee to be rated under the revised performance indicators (EPPRR) they must work under this revision for a minimum for 90 days prior to having their work performance rated under the new EPPRR).
3. The Employee's Supervisor will discuss with them the implications of initiating the revised Form DI-2002. In particular the Supervisor will inform the employee of their (the Supervisor's) expectations under the revised form and how well the employee is currently performing under the revised performance indicators for Quality, Teamwork and Customer Service.
4. All Sections of Article 9 (Employee Performance Plan Review) of the Master Labor Agreement will remain in effect for implementation of the revised EPPRR Form.

For the Employer:

For the Union:

/s/ David Wheeler Date: April 19, 2004

/s/ Michael Williams Date: April 19, 2004